

I IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Anand R. Kumar	:	Examiner: John O. Preston
	:	
Serial No.: 10/735,470	:	Group Art Unit: 3691
	:	
Filed: December 12, 2003	:	Attorney Docket No.: 717841.4
	:	
For: METHOD AND APPARATUS FOR	:	Customer No.: 27128
PROVIDING INTEGRATED CUSTOMER :	:	
CARE AND WORK-FLOW MANAGEMENT	:	Confirmation No.: 4313

**PETITION TO CORRECT INVENTORSHIP IN  
PATENT APPLICATION UNDER 37 CFR 1.48(c)**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Pursuant to 37 C.F.R. Section 1.48(c), Applicant hereby petitions to amend the named inventors of the application to include two additional inventors which are being added as a result of an amendment to the claims of the application filed concurrently herewith. Given the amendment necessitated a change of inventorship, the change is requested without deceptive intent. Please add the following named inventors to the application:

**Name of Inventor to be added:** Todd Mayfield  
19 Country Creek Dr.  
St. Peters, MO 63376

**Name of Inventor to be added:** Jeannine McConnell  
354 Robinson Road  
Mooresville, NC 28117

In support of the Petition, the following documents are provided and filed herewith:

- The Petition Fee set forth in 37 CFR 1.17(i) is enclosed herewith. The Patent office is authorized to charge the amount of \$130.00 to Deposit Account No. 11-0160.

Application of: Brian K. Fetting, et al.  
Serial No.: 10/708,013  
PETITION TO CORRECT INVENTORSHIP IN  
PATENT APPLICATION UNDER 37 CFR 1.48(c)

- Statements from the Newly Added Inventors
- Written Consent of the Assignee
- Newly Executed Declaration
- Statement Under 37 CFR 3.73(b)

**REMARKS**

Applicant respectfully requests that the above petition for change of inventorship be accepted and the new declaration entered. In further support of the above request, 37 CFR 1.48(c) allows correction of inventorship in an application where the inventorship has changed due to the claims of the application being amended to address previously unclaimed subject matter.

It is respectfully believed that there is full compliance with 37 C.F.R. Section 1.48(c) in its entirety. Therefore, it is respectfully requested that this petition be granted. Further, the Applicant believes that the application is now in condition for allowance and requests that the claims be allowed to proceed to issuance. If a telephone conference would facilitate resolving any issue related to this Request, the undersigned attorney would appreciate and welcome such telephone conference. Contact information is provided below.

Respectfully submitted,

Date:

*Aug 17, 2010*



Mark E. Stallion  
Reg. No. 46,132  
Husch Blackwell Sanders LLP  
720 Olive Street, Suite 2400  
St. Louis, MO 63101  
314-345-6000

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

# PROCESSING FEE

## Under 37 CFR 1.17(i)

# TRANSMITTAL

(Fees are subject to annual revision)

Send completed form to: Commissioner for Patents  
P.O. Box 1450, Alexandria, VA 22313-1450

Application Number	10/735,470
Filing Date	December 12, 2003
First Named Inventor	Anand R. Kumar
Art Unit	3691
Examiner Name	John O. Preston
Attorney Docket Number	717841.4

Enclosed is a paper filed under 37 CFR 1.48(c) that requires a processing fee (37 CFR 1.17(i)).

Payment of \$ 130.00 is enclosed.

This form should be included with the above-mentioned paper and faxed or mailed to the Office using the appropriate Mail Stop, if applicable. For transmittal of petition fees under 37 CFR 1.17(f), (g) or (h), see form PTO/SB/17p.

### Payment of Fees (small entity amounts are NOT available for the petition fees)

☒ The Commissioner is hereby authorized to charge the following fees to Deposit Account No. 11-0160 :

☒ processing fee under 37 CFR 1.17(i) ☒ any deficiency of fees and credit of any overpayments

Enclose a duplicative copy of this form for fee processing.

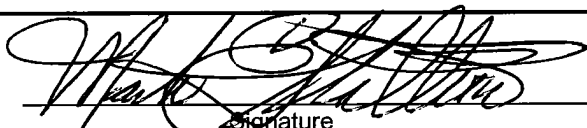
☐ Check in the amount of \$ \_\_\_\_\_ is enclosed.

☐ Payment by credit card (Form PTO-2038 or equivalent enclosed). Do not provide credit card information on this form.

### Processing Fees under 37 CFR 1.17(i): Fee \$130 Fee Code 1808 for all, Except for § 1.221 papers (Fee Code 1803)

For papers filed under:

- § 1.28(c)(3) - for processing a non-itemized fee deficiency based on an error in small entity status.
- § 1.41 - for supplying the name or names of the inventor or inventors after the filing date without an oath or declaration as prescribed by § 1.63, except in provisional applications.
- § 1.48 - for correcting inventorship, except in provisional applications.
- § 1.52(d) - for processing a nonprovisional application filed with a specification in a language other than English.
- § 1.53(b)(3) - to convert a provisional application filed under § 1.53(c) into a nonprovisional application under § 1.53(b).
- § 1.55 - for entry of late priority papers.
- § 1.71(g)(2) - to enter an amendment to the specification for purposes of 35 U.S.C. 103(c)(2) if not filed within the cited time periods
- § 1.99(e) - for processing a belated submission under § 1.99.
- § 1.103(b) - for requesting limited suspension of action, continued prosecution application (§ 1.53(d)).
- § 1.103(c) - for requesting limited suspension of action, request for continued examination (§ 1.114).
- § 1.103(d) - for requesting deferred examination of an application.
- § 1.217 - for processing a redacted copy of a paper submitted in the file of an application in which a redacted copy was submitted for the patent application publication.
- § 1.221 - for requesting voluntary publication or republication of an application. **Fee Code 1803**
- § 1.291(c)(5) - for processing a second or subsequent protest by the same real party in interest.
- § 1.497(d) - for filing an oath or declaration pursuant to 35 U.S.C. 371(c)(4) naming an inventive entity different from the inventive entity set forth in the international stage.
- § 3.81 - for a patent to issue to assignee, assignment submitted after payment of the issue fee.



Mark E. Stallion

Typed or printed name

Aug. 17, 2010

Date

46132

Registration No., if applicable

This collection of information is required by 37 CFR 1.17. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 5 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

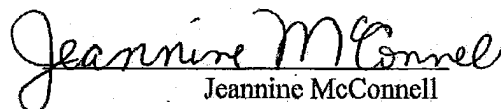
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	:	
	:	Confirmation No.: 4313

STATEMENT OF JEANNINE MCCONNELL  
(37 C.F.R. § 1.48(c))

1. This Statement and new Declaration is being submitted to add inventors which was necessitated by amendment of the claims on \_\_\_\_\_.
2. Such arose without any deceptive intention on the part of the undersigned as an inventor.

SIGNED this 20<sup>th</sup> day of July, 2010

  
Jeannine McConnell

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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	:	Examiner: John O. Preston
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MANAGEMENT	:	Customer No.: 27128
	:	
	:	Confirmation No.: 4313

STATEMENT OF TODD MAYFIELD  
(37 C.F.R. § 1.48(c))

1. This Statement and new Declaration is being submitted to add inventors which was necessitated by amendment of the claims on \_\_\_\_\_.
2. Such arose without any deceptive intention on the part of the undersigned as an inventor.

SIGNED this 10 day of June, 2010

Todd Mayfield  
Todd Mayfield

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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: Examiner: John O. Preston  
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:   
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**CONSENT OF ASSIGNEE TO CORRECTION  
AND/OR ADDITION TO ORIGINAL NAMED INVENTOR(S)**

National Information Solutions Cooperative, Inc.

(type or print name of assignee)

4178 N. Service Road

Address

St. Peters, Missouri 63376

Address

Assignment

☒ recorded on May 27, 2004  
Reel 014661  
Frame 0174

☐ recorded herewith

☐ A separate ☐ "ASSIGNMENT" (DOCUMENT) COVER SHEET is  
attached.

Application of: Anand R. Kumar, et al.  
Serial No.: 10/735,470  
Consent Of Assignee To Correction  
And/Or Addition To Original Named Inventor(s)

Assignee hereby assents to the correction of inventorship filed:

☒ herewith.

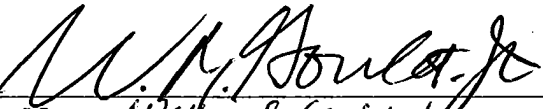
☐ on \_\_\_\_\_

### ASSIGNEE CERTIFICATION

A "CERTIFICATE UNDER 37 CFR 3.73(b)" is attached. The undersigned Assignee hereby consents to the change of inventorship as described in the concurrently submitted petition and newly signed declaration.

National Information Solutions Cooperative, Inc.

Date: 7/15/10

By:   
Print Name: Wallace R. Goulet, Jr.  
Title: General Counsel & Vice President